



Montgomery County, Maryland

PROPERTY MANAGER'S GUIDE TO RECYCLING

Recycling Information for Multi-Family Properties

Montgomery County

Division of Solid Waste Services

Department of Public Works
and Transportation

101 Monroe Street, 6th Floor

Rockville, MD 20850

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www.montgomerycountymd.gov/recycling

MONTGOMERY COUNTY RECYCLING PROGRAM

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Montgomery County Division of Solid Waste Services

Multi-Family Recycling Program

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Recycling for Multi-Family Properties

(240) 777-6400

County Transfer Station

(301) 840-2370

County Recycling Center

(301) 417-1433

This information is available in an alternate format by calling Jacqueline Dennis at (240) 777-6400.

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BE A TRRAC STAR!

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THE PROPERTY MANAGER'S GUIDE TO SUCCESS

The TRRAC to Success







About This Guide

Montgomery County Executive Regulation 15-04AM requires all multi-family properties to recycle certain materials. In response, many properties in the County have developed highly successful recycling and waste reduction programs that operate smoothly, are convenient for residents and staff—and make good business sense. Recognizing that each property has unique characteristics and faces a different set of challenges, the County wants to assist you in tailoring your program to your specific situation. This guide is intended to help you develop an exemplary program that is successful, efficient, and cost-effective.

How to Be a TRRAC Star and Have a Successful Program



Many Montgomery County multi-family properties have successful recycling programs thanks to their collection system design, convenience, participation, low contamination, cleanliness and management, staff, and resident involvement. This guide will show you how you can have a successful program. It contains answers to questions such as these:

-  What are the County's recycling requirements for multi-family properties?
-  What can I do to improve my existing program?
-  How do I set up a new program?
-  How do I find the right service provider for my property?
-  How can the County help?
-  How have other multi-family properties structured successful and cost-effective recycling and waste reduction programs?





FIVE EASY STEPS TO USING THIS GUIDE



Review “Recycling and Waste Reduction Basics” (pages 3-4) for information about waste prevention, recycling, and the materials you, your staff and your residents must recycle.



Review the Recycling Checklist (pages 5–6). As you complete the checklist, consider each component of your program.



Refer to the specific sections for detailed information about each program component, along with helpful hints. Information for launching a new program is highlighted.



Review “Develop a Convenient Collection System” (pages 10-14) to find out how properties like yours successfully manage their programs.



Refer to the resources in the Appendices for information on service providers and storage container dealers.

*Recycling and waste reduction make a world of difference!
Thank you for reducing waste and conserving
resources at your property.*

UNDERSTANDING THE BASICS

What is Waste Reduction?

The best way to reduce waste is not to create it in the first place. If waste is prevented, there is no need or cost for collection, processing, and disposal. Because waste prevention is the preferred way to reduce waste, Montgomery County established a goal to hold its rate of waste generation to 1992 levels. Managers of multi-family properties can help achieve this goal by looking for new ways to reuse items and minimize waste. Some tips for waste prevention are included in Appendix A.

Why Recycle?

Recycling is the law in Montgomery County.

Recycling contributes to a cleaner, healthier environment, conserves energy, saves precious natural resources, reduces the solid waste sent to disposal facilities, and saves valuable tax dollars that might otherwise be spent on acquiring new facilities. Recycling is separating, collecting, processing, marketing, remanufacturing, and ultimately using a material that would have been thrown away.

Recycle 50 Percent: Montgomery County's Goal

Montgomery County has established a County-wide goal to recycle 50 percent of our solid waste. Meeting this ambitious goal requires the commitment of everyone in Montgomery County—residents, businesses, and government working as a team.

Because approximately 30 percent of the County's households are multi-family dwellings, properties like yours have an important role to play in the County's waste reduction and recycling plans.

UNDERSTANDING THE BASICS *(continued)*

Materials You Must Recycle



Additional Materials You May Be Able to Recycle



Montgomery County requires that multi-family properties recycle the following materials:

- ❏ Mixed paper, including cardboard, stationery, newspapers, inserts, unsolicited mail, telephone books, magazines, catalogs, and all other clean, dry paper.
- ❏ Aluminum and steel/tin food and beverage cans and aluminum foil products.
- ❏ Plastic bottles with necks.
- ❏ Glass bottles and jars.
- ❏ Yard trimmings (grass, leaves, brush, and Christmas trees).
- ❏ Scrap metal items (including old appliances).

NOTE: As the demand for products with recycled content continues to grow and Montgomery County expands its recycling program, additional materials may be added.

Many multi-family residential properties voluntarily recycle additional materials, such as:

- ❏ Computers.
- ❏ Automotive products, including anti-freeze and motor oil.
- ❏ Textiles.

For information on how to include additional materials, see **Know Your Waste** (pages 7–9) and **Contract for Collection and Marketing Your Recyclables** (pages 15–19).

RECYCLING CHECKLIST

Recycling Checklist for Multi-Family Properties

If your recycling program is already in place, use this checklist to monitor and evaluate it.

If you are setting up a new program, use this checklist to get started.

For more information on each element of your program, refer to the corresponding section of this handbook.



1

SECTION ONE

Know Your Waste and Recyclables

- ♻️ Perform a waste assessment.
- ♻️ Know your peak waste generation periods.
- ♻️ Talk to your waste collector.
- ♻️ Prevent waste.



2

SECTION TWO

Develop a Convenient Collection System

- ♻️ Develop a recommended system for storing recyclables at home.
- ♻️ Determine type of central storage system: interior (including trash chutes) or exterior.
- ♻️ Locate central collection areas for recyclables.
- ♻️ Determine number, type, and capacity of recycling collection containers.
- ♻️ Determine staff requirements.
- ♻️ Make sure you have visible signage and labels.
- ♻️ Prevent contamination.

(continued on next page)

RECYCLING CHECKLIST *(continued)*



3

SECTION THREE

Contract for Collection and Marketing Your Recyclables

- ♻️ Negotiate a collection contract with a service provider or
- ♻️ Self-haul to the County Recycling Center.



4

SECTION FOUR

Know Your Residents and Promote Your Program

- ♻️ Understand your residents' needs and recycling requirements.
- ♻️ Conduct a resident survey.
- ♻️ Develop recycling messages and plan to send reminders at least twice a year.
- ♻️ Note if you have a high concentration of people who speak different languages.
- ♻️ Line up top management support.
- ♻️ Line up staff support.
- ♻️ Line up volunteer support.
- ♻️ Use County resources.

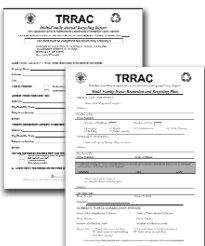


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SECTION FIVE

Evaluate Your Program

- ♻️ Monitor participation and contamination.
- ♻️ Calculate your waste diversion rate.
- ♻️ Consult with County staff.



6

SECTION SIX

Meet County Reporting Requirements

- ♻️ Submit your Multi-Family Property Annual Recycling Report on or before February 1st.
- ♻️ File your Multi-Family Dwelling Waste Reduction and Recycling Plan with your collector information and contract.

SECTION ONE

Know Your Waste and Recyclables

What's Expected

In order to have a successful recycling program, you need to know:

- ♻️ What types of recyclable materials your residents generate.
- ♻️ How much you can expect to recycle.
- ♻️ How much storage you need for recyclables.
- ♻️ How you can prevent waste.

This section will show you how to perform a waste audit, relying on information you collect and estimates from your waste collector and County staff.

Perform a Waste Assessment

Start by taking a close look at the waste your property generates. Remember that Montgomery County requires that you recycle the following materials:

- ♻️ Mixed paper, cardboard, including stationery, newspapers, inserts, unsolicited mail, telephone books, magazines, catalogs, and all other clean, dry paper.
- ♻️ Aluminum and steel/tin food and beverage cans and aluminum foil products.
- ♻️ Plastic bottles with necks.
- ♻️ Glass bottles and jars.
- ♻️ Yard trimmings (grass, leaves, brush, and Christmas trees).
- ♻️ Scrap metal items (including old appliances).

Additional materials may be added to this list in the future, so it is important that you stay informed.

SECTION ONE *(continued)*

Know Your Waste and Recyclables

Know Your Peak Waste Generation Periods

In order to plan a collection schedule, you also need to consider when waste is generated. If residents tend to generate more trash on weekends—a common trend—you can assume they will also generate more recyclables on weekends. In this case, scheduling your collection on Monday or Tuesday will be better than later in the week. Keep in mind that during certain times of the year, such as holidays, residents' waste generation tends to peak.

Talk to Your Waste Collector

Whether your program is new or ongoing, your waste collector is a good source for information about your waste stream. Your collector can help estimate the amount of material you can expect to collect each week for recycling, based on the amount of trash your property generates. If your recycling program is in place, be sure to stay in regular contact with your waste and recycling collector. Your collector(s) may be able to suggest other materials to recycle and ways to improve your program to maximize diversion. (See **Contract for Collection and Marketing Your Recyclables** (pages 15–19) for more information.)

Don't Trash Yard Trimmings

The County has banned disposal of yard trimmings (leaves, grass and brush) in trash. Yard trimmings must be grasscycled, composted on-site, or recycled. The preferred method is to recycle most of your trimmings right on your property.

You can grasscycle grass clippings by leaving them on the lawn and compost leaves. Or, you can contract with your landscaper to recycle yard trimmings at another location. The County Recycling Center accepts all yard trimmings, including brush, for recycling. Call **(240) 777-6400** or **(301) 417-1433** for more information.

SECTION ONE *(continued)*

Know Your Waste and Recyclables

WORKSHEET FOR ESTIMATING RECYCLABLE QUANTITIES									
RECYCLABLE MATERIAL	AVERAGE AMOUNT GENERATED (LBS/UNIT/WK)		#UNITS		LBS/WEEK		ESTIMATED DENSITY (LBS/CU.YD)		CU. YDS. ¹ = STORAGE REQUIRED/WK
Newspapers (Loose)	3.3	x	_____	=	_____	÷	400	=	_____
Cardboard (Loose)	0.1	x	_____	=	_____	÷	75	=	_____
Mixed paper ²	3.3	x	_____	=	_____	÷	400	=	_____
Aluminum Cans (Whole)	0.1	x	_____	=	_____	÷	74	=	_____
Glass Bottles & Jars (Whole)	0.9	x	_____	=	_____	÷	550	=	_____
Plastic Bottles (Loose)	0.2	x	_____	=	_____	÷	30	=	_____
Steel/Tin Cans (Loose)	0.2	x	_____	=	_____	÷	150	=	_____
Commingled ³ Containers	1.4	x	_____	=	_____	÷	160	=	_____
<p>These conversion factors represent most frequently reported estimates from various sources.</p> <p>Estimates for your property may vary, depending on the demographics of your residents, the particular mix of materials or method of storage, time of year, and the type of resident education you use.</p> <p>¹ A 90-gallon container is approximately equal to one-half a cubic yard.</p> <p>² Cardboard, stationery, newspapers, inserts, unsolicited mail, telephone books, magazines, catalogs, and all other clean, dry paper.</p> <p>³ Aluminum cans, glass/plastic bottles and jars, and steel/tin cans.</p>									

SECTION TWO

Develop a Convenient Collection System

What's Expected



Convenience is the key to having an “successful” recycling program. In designing a collection system for your property (or evaluating the one you have), you need the following:

- ♻️ A convenient method for residents to store recyclable items at home before they take them to a central collection area.
- ♻️ Recycling collection areas that are conveniently located and near trash collection areas.
- ♻️ Recycling collection areas that are adequate in size to accommodate both trash and recycling receptacles.
- ♻️ Recycling collection areas that are illuminated and clean.
- ♻️ Collection containers that are adequate in number and capacity.
- ♻️ A system for monitoring collection containers for contamination and adequate capacity.
- ♻️ Large, easy-to-read signs in the collection areas to identify the materials accepted for recycling and the designated containers for those materials. Signs that include illustrations are helpful. (As appropriate, also use signage that is multilingual.)
- ♻️ Signs and posters that include preparation instructions.
- ♻️ Signage on containers and inside container lids to reinforce instructions and prevent contamination.
- ♻️ Signs and posters that are visible, not blocked by other containers.
- ♻️ Signage that is professional in appearance and waterproof for outdoor areas.

SECTION TWO *(continued)*

Develop a Convenient Collection System

Storage at Home

IMPORTANT!

Plastic bags are contaminants when included with other recyclables. Recyclables with contaminants may be rejected for recycling. Be sure to have specially marked containers and signs at your collection site for bags so they are not thrown in recycling containers with recyclable bottles, cans, jars, newspapers, or mixed papers.

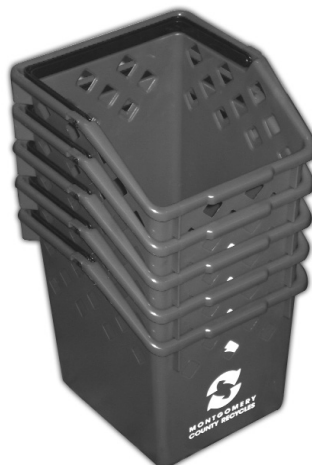
If residents find it convenient to store recyclables at home, they will be more likely to participate in your recycling program. But many apartments, condominiums, and multi-family housing units do not have much extra space for storing recyclables. Property managers can make recycling more convenient by:

♻️ **Distributing in-unit recycling containers or bins to each household.**

A partial list of companies that sell these containers is included in Appendix B. The County's Division of Solid Waste Services makes small blue recycling bins, or "baby blues," available on a limited basis to multi-family properties at no additional cost and will deliver large quantities; contact **(240) 777-6400** for more information. If you distribute bins, be sure to let residents know that the bins are owned by management and must be returned if the resident moves. Some management companies have established a deposit system for bins.

♻️ **Encourage use of reusable paper bags and cardboard boxes.**

Paper grocery bags and cardboard boxes make excellent in-home storage containers, and they can be reused for storage again and again.



Compact baby blue bins make recycling easier for residents. Managers should contact the County to arrange for delivery of these recycling bins.

SECTION TWO *(continued)*

Develop a Convenient Collection System

Locating Collection Areas for Recyclables: Convenience is Key



High-rise buildings often require interior collection areas on each floor.

IMPORTANT!



Containers placed in common areas for the temporary storage of recyclables are subject to the County's Fire Safety Code and NFPA (National Fire Protection Association) standard requirements.

Residents collecting recycling from their units need to take their recyclables to a central collection area. In deciding where to locate collection sites, you need to consider which places are most convenient for residents and spacious enough to accommodate recycling storage containers. You will also need to discuss your plans with your recycling collector to ensure ease of collection.

Every trash collection point is required to include a clearly distinguishable recycling area. Please note that ER 15-04AM states "wherever trash containers are located, recycling containers for required materials in adequate size and quantity must also be located."

The collection area must also be large enough to accommodate the number of recycling collection containers you need on a regular basis, and it should be adequate for back-up containers for times of the year (winter holidays, move-outs) when more material is generated. Be sure to illuminate the area to ensure safety and encourage recycling.

You have several options for collection, including:

-  **Interior collection areas on each floor** (common in high-rise buildings). Residents bring recyclables to a collection area or recycling chute on their floor. Staff empty the containers from each floor or chute into larger movable containers and take recyclables to a main storage area for collection by the service provider.
-  **Central interior collection area.** Residents bring recyclable items to storage containers located in a central collection area (such as a laundry room, trash room, clubhouse, or garage). Successful programs in large buildings or complexes have multiple recycling collection areas.

SECTION TWO *(continued)*

Develop a Convenient Collection System

Locating Collection Areas for Recyclables: Convenience is Key *(continued)*



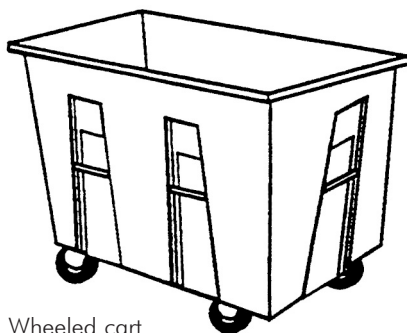
Garden style properties often require exterior storage areas within a short walking distance.

Determining Types of Recycling Collection Containers

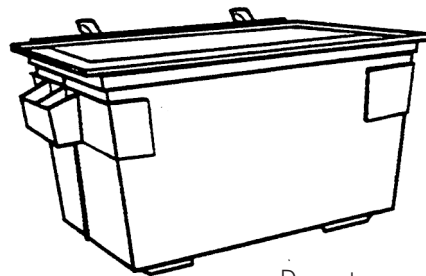
♻️ **Exterior storage areas** (common in garden style apartments). Residents bring recyclable items to storage containers in an outdoor enclosure area such as a parking lot or loading dock. Successful programs in large buildings or complexes have multiple collection areas.

Note: Section 48-24 of the County Code requires that solid waste containers placed outside must be screened from view at street level.

The number and capacity of collection containers must be adequate for the quantity of recyclable materials your residents generate. Containers also need to be compatible with your collectors's equipment and may include wheeled carts, dumpsters, roll-off containers, or compactors. Be sure that recyclables in outdoor containers are covered. Most recycling collectors provide containers for the properties they service. For a partial list of dealers of recycling collection containers, see Appendix C.



Wheeled cart



Dumpster



Roll-off container

SECTION TWO *(continued)*

Develop a Convenient Collection System

Determining Staff Requirements

If you have on-site staff, there are a number of ways that they can help make your program successful. These include monitoring the recycling collection areas on a regular basis, keeping the areas clean, and observing containers for contamination, load mixing and other non-compliant activities. Staff should be instructed to report any problems to the management. Because frequent staff turnover is a problem at some properties, you will want to include information about your property's recycling program in staff orientation and training. If you do not have on-site staff to monitor your program, we suggest that a responsible party such as the property manager/owner and/or community resident be designated to routinely monitor the property and collection areas to avoid being non-compliant which may result in costly fines.

Preventing Contamination

ATTENTION: Generators, Property Owners and Managers, Common Owners, and Boards of Condo Associations

Please Note: ER 15-04AM (8)(A)

(8) Collectors Servicing Multi-Family Entities

(A) Collectors must collect and deliver to a recycling facility materials that have been source separated from the solid waste stream, unless the recyclable materials are not acceptable. If a collector determines that the recyclable materials are not acceptable then the collector must inform the generator or responsible agent in writing using a form designated by the County, keep a copy on files, and send a copy to the Department. The collector must indicate the name of the property, name of the responsible agent notified, date, time, address, the nature of the problem and suggested remedy and specify a collector contact name and phone number for additional information.

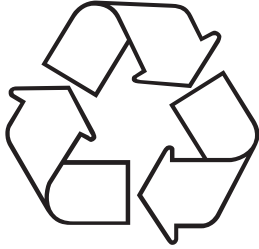
Recyclable materials that are contaminated will be rejected for recycling. For example, plastic bags in a container full of recyclable cans, bottles, and jars could cause the materials to be disposed as trash. For this reason, it is essential that you emphasize to residents on a regular basis what items can be recycled, how to prepare recyclables at home, and how to separate and dispose of recyclables. On-site signage such as posters and stickers at collection sites is the best way to educate and remind residents. The County and many recycling service providers supply signs and educational materials. (For more complete information on recycling education, see **Know Your Residents and Promote Your Program** (pages 20–28).

Recycling is Everybody's Responsibility!

SECTION THREE

Contract for Collections and Marketing Your Recyclables

What's Expected



Once recyclables are collected on-site, they must be transported to a processor or an end-user (market). This section provides information about how to select a collector or self-haul your recyclables to the County Recycling Center. Multi-family properties have two options:

1. **Contract with a recycling collector**

who may be either your existing trash collector who also collects and markets recyclables, or a separate recycling collector;

OR

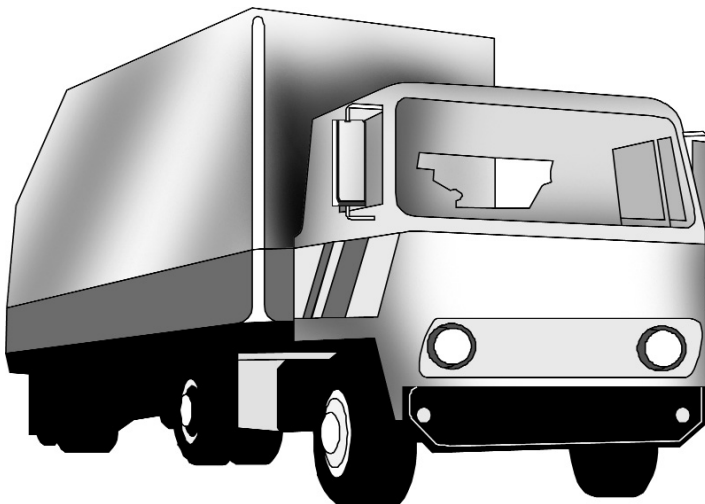
2. **Self-haul your recyclables** to the County's Recycling Center or another market. If you contract with a recycling collector, it is important to continually monitor and evaluate your program, including the level of service you receive.

Negotiating (or Re-Negotiating) a Collections Contract

STEP 1. Speak with your trash collector first.

Many trash collectors also collect recyclables and can amend your existing contract or write a new contract to include collection of your recyclable materials. They also know your property and the volume and type of waste you generate.

(continued on next page)



SECTION THREE *(continued)*

Contract for Collections and Marketing Your Recyclables

Negotiating (or Re-Negotiating) a Collections Contract *(continued)*



STEP 2. Call other service providers to get competitive bids for recycling collection.

The best way to know you have a good contract is to find out what other haulers offer. A list of service providers in Montgomery County is included in Appendix D.

Be sure to ask:

- ♻️ Is the collector currently a County licensed collector?
- ♻️ What materials do they recycle?
- ♻️ Where are the recyclables marketed?
- ♻️ What is the frequency of regular collection and what is their procedure for special collection during peak waste generation periods such as holidays, if necessary?
- ♻️ Are collection containers provided and, if so, what types?
- ♻️ What types of educational materials and support are provided?
- ♻️ What are their preparation requirements for recyclables?
- ♻️ What kind of technical assistance is available?
- ♻️ What is the term of the contract (e.g., one year, two years, etc.)?

In addition to requesting references from other multi-family properties, it is important to ask the collectors to come to your property to survey your current waste generation and collection methods before giving you an estimate. You should also establish whether you may be able to make some money on the sales of your recyclables, if the materials you generate have high market value.

(continued on next page)

SECTION THREE *(continued)*

Contract for Collections and Marketing Your Recyclables

Negotiating (or Re-Negotiating) a Collections Contract *(continued)*

IMPORTANT COST SAVING TIPS!

If your recycling increases, your trash generation should decrease and you may be able to lower trash collection costs by reducing the number or size of trash containers or the frequency of trash collection. Ask your collector to deliver your recycled material to the County's Recycling Center. There is no cost, or "tipping fee" for mixed paper or commingled materials, to multi-family properties who use the County's Recycling Center, whether you contract for service or self-haul.

STEP 3. Determine which collector will provide the best deal for your property and negotiate the contract. During the term of the contract, stay in close contact with your collector. In addition, it is important that you take steps to monitor your level of service to make sure it is cost-effective and appropriate for your needs. Be sure to evaluate the following:

- ♻️ Whether your containers for recyclables and trash have too much or too little capacity.
- ♻️ Whether your collection schedule is adequate for recycling and trash.
- ♻️ Whether recycling loads are contaminated.
- ♻️ What signage you need for your collection area(s).
- ♻️ Whether other collectors may provide more competitive service.

For example, if you find that your containers are consistently half full on collection day, you may be able to get by with less frequent collection or smaller containers—and save money!

SECTION THREE *(continued)*

Contract for Collections and Marketing Your Recyclables

Self-Haul

STEP 1. If you decide to self-haul your recyclables to the Montgomery County Recycling Center, your management company or property and your vehicle must be licensed by the County. Call **(240) 777-6400** for information on licensing.

STEP 2. Establish a collection schedule that is consistent with the rate of waste generation at your property.

STEP 3. Make sure you have an appropriate delivery vehicle and the equipment to load the vehicle if the recycling containers are heavy.

STEP 4. Take precautions to minimize injury to your crew.

STEP 5. Deliver your recyclables to the County's Recycling Center: Route 355 and Shady Grove Road (enter off Route 355), Monday–Friday, 7:30 a.m. – 5:00 p.m.

SECTION THREE *(continued)*

Contract for Collections and Marketing Your Recyclables

Marketing at the Montgomery County Recycling Center

Montgomery County's Recycling Center is an award-winning, state-of-the-art facility that accepts loads of recyclables and prepares them for market. The Recycling Center accepts mixed paper (news-papers, cardboard, phone books, magazines, etc.), certain commingled containers (narrow-neck plastic bottles, glass bottles and jars, aluminum and steel/tin cans, and aluminum foil products), and yard trimmings (leaves, grass, brush and Christmas trees).

The County also accepts other materials such as scrap metal, old appliances, textiles, and computers for recycling at the Transfer Station. For information on recycling these materials, please call **(301) 840-2370**.

The County has established certain easy-to-manage preparation requirements for materials recycled at the Recycling Center.

Tour the Recycling Center

Anyone can schedule a tour of the Recycling Center by calling the Recycling Center at **(301) 417-1433**.



Montgomery County's Recycling Center is state-of-the-art and offers guided tours.

SECTION FOUR

Know Your Residents and Promote Your Program

What's Expected

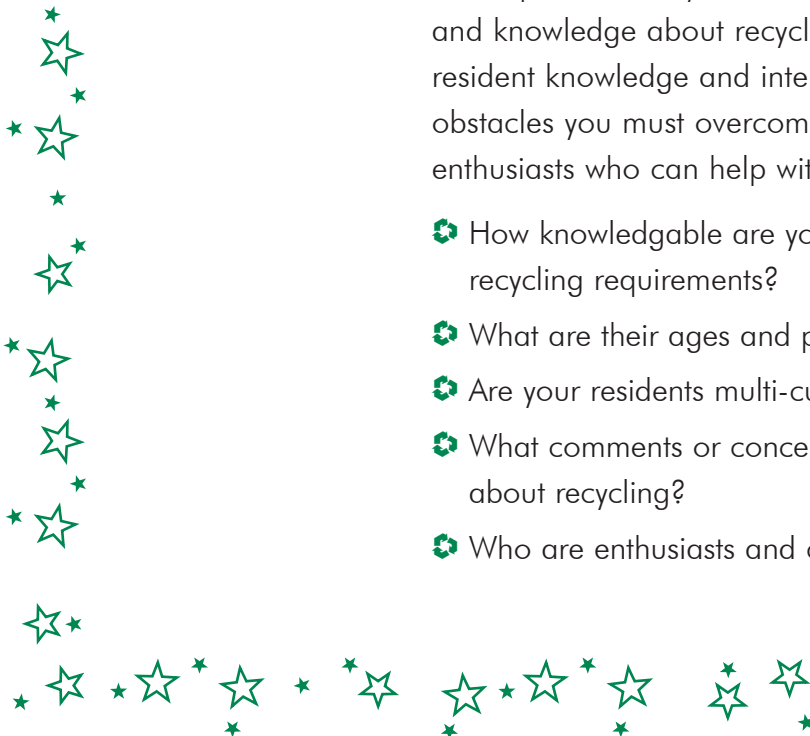
The County's most successful recycling programs have the full support of residents who know which household items are recyclable and how to prepare them for recycling. All these programs share the following:

- ♻️ **An understanding of residents**, their special needs and requirements, and their familiarity with recycling.
- ♻️ **Resident education that is ongoing**—not a one-time activity.
- ♻️ **Recycling messages that are simple, clear, accurate, and consistent.**
- ♻️ **Top management and staff support.**
- ♻️ **Resident participation.**

Know Your Residents

Because the full participation of your residents is critical to the success of your recycling program, it is important that you assess residents' attitudes and knowledge about recycling. When you assess resident knowledge and interest, you can detect obstacles you must overcome and identify recycling enthusiasts who can help with your program.

- ♻️ How knowledgeable are your residents on recycling requirements?
- ♻️ What are their ages and physical conditions?
- ♻️ Are your residents multi-cultural?
- ♻️ What comments or concerns do they have about recycling?
- ♻️ Who are enthusiasts and community leaders?



SECTION FOUR *(continued)*

Know Your Residents and Promote Your Program

Survey Your Residents

Send a short survey to each household once a year. Samples you can reproduce are included in Appendix E.

Throughout the year, **speak informally to a large segment of residents** (men, women, old, young, etc.) and ask them the questions in the survey in Appendix E.







Review your rental or occupancy records to determine turnover during the last year.

Identify the predominant languages spoken at your property.

Recycling Messages

The most effective recycling messages are simple, clear, accurate, consistent, and frequent.

Be sure to stress:

-  The **convenience** of recycling.
-  **Why** everyone should recycle (i.e., recycling is required by Montgomery County and by the state of Maryland, and it conserves energy and preserves the environment.)
-  **What** materials are recycled in your program.
-  **How** materials should be prepared for recycling.
-  **Where** residents should take their materials for collection (include a map if necessary.)
-  **Who** to call with questions, comments, or problems.

It is important to consider the specific characteristics and needs of your residents, such as how much they already know about recycling and whether they need multilingual or large print materials. Make sure your messages appear frequently and are highly visible.

SECTION FOUR *(continued)*

Know Your Residents and Promote Your Program

Line Up Top Management Support

The active support of site managers will help you implement and maintain your recycling program. Managers need to be familiar with all aspects of the recycling program, and they must take a leadership role in communicating with staff and residents. It is important that site managers monitor the progress of your program, identify any problem areas and suggest adjustments and modifications. Don't forget that offices located on-site need to recycle as well. Feel free to refer managers to recycling seminars held by the County throughout the year. For information contact the TRRAC Team at **(240) 777-6400**.


Line Up Resident Support

To maintain momentum, it is important to reinforce your recycling messages on a regular basis. Residents should know about the successes of the program or any challenges that need to be overcome. Identify volunteer building or floor captains to help spread the word. Those volunteers can receive special training by calling the Recycling Volunteer Program volunteer coordinator at **(240) 777-6400**.

SECTION FOUR *(continued)*

Know Your Residents and Promote Your Program

Launching a New Program

**RECYCLED
CONTENT**

By purchasing a product made with recycled content, you're ensuring a demand for goods made from recycled materials, creating and sustaining jobs and conserving natural resources for future generations. All this by simply purchasing some of the thousands of quality recycled products on the market today, such as paper, clothing, packaging and more! Those little arrows point all of us in the right direction when it comes to recycling.

When launching a new program, it is essential to generate excitement about the program and convey accurate information. Be sure your plan includes resident notification and reminders, signage, special events and use of County volunteers. The County's Division of Solid Waste Services can provide assistance and materials to help your new program get started. Call **(240) 777-6400**.

- ♻️ Give recycling education materials to all new residents when they sign leases or condominium documents.
- ♻️ Feature an article about your recycling program in each newsletter. Include information about how much material was collected, along with friendly reminders about recycling do's and don'ts. Print your newsletter on recycled paper and be sure to mark the paper as having "recycled content."
- ♻️ As you monitor your program, place new signage or labels where needed to prevent contamination.
- ♻️ Encourage recycling with a chart or banner that shows how much material has been recycled to date, and provide prizes or recycling incentives to recognize successful participation.
- ♻️ Hold an art contest for best recycling poster. Post all entries to promote recycling.
- ♻️ Each year, distribute a flyer with recycling do's and don'ts as a reminder about proper preparation.
- ♻️ Each year, conduct a recycling survey to help assess residents' attitudes toward recycling.
- ♻️ Display recycling posters in your offices to remind those who stop by that recycling is important.
- ♻️ Conduct periodic recycling pep rallies to educate residents about how well they're recycling and encourage enthusiasm and continued efforts. This can be part of a regular association or tenant meetings or scheduled separately. County staff is available to assist with or conduct these sessions.

(continued on next page)

SECTION FOUR *(continued)*

Know Your Residents and Promote Your Program

Launching a New Program

(continued)



Three weeks before launch:

- ♻️ Distribute a door hanger or flyer to each household to announce the recycling program and the starting date.
- ♻️ Display recycling posters in common areas to let people know about the program and when it will start.
- ♻️ Organize a “green team” of volunteers who can promote the program to their neighbors.

One week before launch:

- ♻️ Distribute a brochure or flyer with specific program information, such as what materials are required to be recycled, preparation instructions, and the location(s) of collection sites.
- ♻️ Demonstrate program support, and include a short letter of endorsement from the tenants’ or owners’ association and top management.
- ♻️ Hold a resident meeting or information session to explain the details of the program, and to address comments and concerns.
- ♻️ Hold a “kick off” social gathering just before the program begins. To generate excitement, organize recycling guessing games, such as how many cans are in a full recycling bin or how much a pile of newspapers weighs. Have a recycling craft table for children where they can make recycled sculptures from old buttons, yarn, toilet paper tubes, and fabric. Offer prizes made with recycled-content materials, such as pencils, t-shirts, and pads of recycled-content paper.

(continued on next page)



SECTION FOUR *(continued)*

Know Your Residents and Promote Your Program

Launching a New Program

(continued)

About two weeks after the program is underway:

- ♻️ Distribute a reminder flyer with recycling do's and don'ts.
- ♻️ Include a progress report in the flyer.

Ongoing Programs: Line up Staff Support



Your staff can be recycling ambassadors who answer questions and help promote your program. However, it is important to formally train your staff and periodically retrain them so they pass along only the most complete and accurate information to the residents. The County can provide video tapes in English and Spanish to help you.

Reminder: Management and staff are welcome to attend a recycling seminar offered by the County on various dates throughout the year. For information, please call the Division of Solid Waste Services at **(240) 777-6400**.

Line Up Volunteer Support



The County's Recycling Volunteer Program can provide trained citizen volunteers and help recruit and train new volunteers at your property. This core group of trained volunteers who are enthusiastic about recycling can also help promote your program. Volunteers can be "building or floor captains" who check in with residents in their building or on their floors, inform people about the program, answer questions, and provide a personal and "neighborly" touch. They can also help staff by checking recycling containers for contaminants and assist residents who may have difficulty carrying recyclables to the collection area.

SECTION FOUR *(continued)*

Know Your Residents and Promote Your Program

Use County Resources



The TRRAC training seminars for property managers are helpful for both sharing ideas and keeping up-to-date on recycling requirements.

Montgomery County's Division of Solid Waste Services offers a variety of resources and services that can help you with your recycling and waste reduction program. These include:

- ♻️ Technical assistance from staff who can help set up your program, solve problems, or suggest ways to improve your program. Call **(240) 777-6400** to schedule an appointment for an on-site consultation.
- ♻️ Residents' Guide to Recycling (available in English and Spanish).
- ♻️ Posters that encourage residents to recycle.
- ♻️ Labels for containers.
- ♻️ A recycling brochure in different languages for residents that can be reproduced, showing do's and don'ts.
- ♻️ Training seminars for property managers and special events for residents.
- ♻️ Volunteer training for "building or floor captains".
- ♻️ Complaint investigation and follow up.
- ♻️ Information on recycling on the County's Web site, **www.montgomerycountymd.gov/recycling**.
- ♻️ A recycling video that motivates residents to recycle and explains how (available in English or Spanish).
- ♻️ Apartment-sized "baby blue bins" at no additional cost.
- ♻️ Property Manager's Guide to Recycling and other resource materials.

SECTION FOUR *(continued)*

Know Your Residents and Promote Your Program

Some Common Problems and Their Solutions



Problem: Plastic bags, bottle caps, or other contaminants are in recycling containers.

Solution: Place additional signage in collection areas and on recycling containers to show what items cannot be recycled. Inform residents about which materials are not recyclable in the next newsletter or resident flyer. Place a specially marked container for plastic bags next to collection containers for recyclables.

Problem: Recyclables are in the trash.

Solution: Make sure recycling collection containers are conveniently located. Provide maps if some residents might not know container locations. Remind residents in the next newsletter or resident flyer that recycling is mandatory! Mobilize the building/floor captains or “green team” to help solve the problem.

Problem: Participation is low.

Solution: Survey residents to find out why. Are residents finding it difficult to carry recyclables to the collection areas? Are preparation instructions unclear? Distribute a flyer stressing the importance of recycling. Remind residents in the newsletter. Consider incentive awards and prizes. Have a recycling poster contest.

(continued on next page)

SECTION FOUR *(continued)*

Know Your Residents and Promote Your Program

Some Common Problems and Their Solutions *(continued)*

Problem: Some residents do not speak or read English.

Solution: Montgomery County has recycling information available in Spanish and other languages. In addition, the County posters and other handouts use graphics and illustrations to show what materials can be recycled. To receive these materials, call **(240) 777-6400**.

Problem: Enhancing my property's recycling program has significantly added to my costs.

Solution: Talk to the County staff who can help you evaluate your current collection contract and give you tips on making recycling more cost effective. You may also wish to speak with your recycling contractor about your concerns or seek additional bids to make sure your contract is competitive.

Problem: You've received complaints from residents that the recyclables are collected together with trash "load mixing".

Solution: Contact the County staff to help you educate your residents to reduce contamination. The County can also help you work with your waste collector to ensure that you are receiving proper service.








SECTION FIVE

Evaluate Your Program

What's Expected

Whether your program is new or already underway, you will need to monitor and evaluate its effectiveness on an ongoing basis.

Be sure to include the following in your evaluation:

-  Level of contamination.
-  Level of resident participation.
-  Your property's waste diversion rate, measured every 6–12 months (See Appendix F: page 47.)
-  Resident attitudes (See Appendix E: pages 45–46.)
-  Information from your collector.
-  Adequacy of collection system and schedule.
-  Information and suggestions from County staff.

If your program is new, you should monitor it closely during the first few months so you can work out any “bugs” in the system by adding more recycling containers, sending additional notices to residents or revising the collection schedule with your hauler.

County Staff Can Help

Trained County staff can provide assistance in monitoring and evaluating your program. This assistance is available by appointment and during recycling evaluations. The County's assessments are designed to evaluate compliance with County recycling requirements and monitor multi-family programs for collection, convenience, participation, contamination, site cleanliness and management support. Staff make recommendations on program improvements and are happy to answer questions and provide information about successful recycling programs in properties similar to yours. To contact your County specialist, call **(240) 777-6400**.

SECTION SIX

Meet County Requirements

What's Expected

Your property MUST file an annual report by the deadline of February 1 each year with the County to document the quantity of material recycled by your property. Remember, recycling is the law.

File Your Multi-Family Property Annual Recycling Report

For EXISTING Recycling Programs

The County uses these reports to measure the success of the County's recycling program and monitor compliance with its recycling regulations. The reporting form is included on pages 31–32 and also appears on the County's Web site www.montgomerycountymd.gov/recycling. The form includes a worksheet to help you estimate quantities of each material recycled in your program. You can submit photocopies of the form on pages 31–32, download the form from the Web site or request a form from the Division of Solid Waste Services at **(240) 777-6400**.





File Your Waste Reduction and Recycling Plan

For NEW Recycling Programs

Each multi-family property must have an approved Waste Reduction and Recycling Plan on file with the County.

A Waste Reduction and Recycling Plan form is included on pages 33–34 and also appears on the County's Web site.

The plan must include:

-  A description of your collection program.
-  Where the recyclables will be taken.
-  The name of the individual responsible for your program.
-  The education strategy you will use to promote the program.



TRRAC



Multi-Family Annual Recycling Report

Think Reduce and Recycle at Apartments and Condominiums in Montgomery County, Maryland

THIS FORM REPORTS ON RECYCLING AND DISPOSAL AT YOUR PROPERTY DURING CALENDAR YEAR _____

This form must be completed and returned by February 1.

DIVISION OF SOLID WASTE SERVICES, TRRAC PROGRAM
101 MONROE STREET, 6TH FLOOR
ROCKVILLE, MD 20850
Fax: (240) 777-6465

QUESTIONS? Call (240) 777-6400. Please retain a copy of this report for your records.

Property Name: _____

Address: _____

City: _____ Zip Code: _____

Type of Property: ☐ Condominium ☐ Apartment/Rental
Number of Units: _____

Contact Person Name and Title: _____

Address: _____

City/State/Zip Code: _____

Telephone Number: _____ Fax Number: _____

E-mail: _____

Property Management Company (if applicable): _____

Address: _____

City/State/Zip Code: _____

Telephone Number: _____ Fax Number: _____

E-mail: _____

How are recyclables collected from your property?

- ☐ Private collector (specify name and phone number): _____
☐ Self-haul with own staff
☐ Curbside collection
☐ Other (please specify): _____

☐ Check here if recyclables are delivered to the Montgomery County Recycling Center.



Printed on recycled and recyclable paper

(Please support two sided copying in your workplace and complete information on back of this form)

For assistance in completing any information on this portion of the form, contact your hauler or collector.

Materials Recycled and Disposed January _____ - December _____						
Note: If you began your recycling program after January, please indicate start date here:						
Material	Type of Container** (see container chart for types)	Size (Volume) of Container**	Total Number of Containers** (includes all locations)	Number of Collections Per Week	When Collected, Indicate Whether Containers Are Typically 1/4 Full; 1/2 Full; 3/4 Full; or Full	Total Pounds Collected Per Year***
EXAMPLE						
Commingled Containers*	Wheeled Cart	90-Gallons	55	3	3/4 Full	
Commingled Containers*						
Newspaper						
Mixed Paper						
Cardboard						
Scrap Metal						
Other Recyclables (Specify)						
Trash						

* Commingled containers refers to aluminum, steel, tin, plastic and glass containers stored together. Fill out table for each type of material if recyclables are collected separately.

** Specify final containers recyclables (or trash) are stored in prior to removal from property.

*** Indicate pounds/tons only. This information should be obtained from your hauler or collector.

CONTAINER CHART
EXAMPLES OF TYPICAL RECYCLING AND TRASH CONTAINERS

Storage Container	Size (Volume)
Standard Garbage Can or Pail	32 Gallons
Drum	55 Gallons
Wheeled Cart	32, 60, or 90 Gallons
Dumpster	2, 4, 6, or 8 Cubic Yards
Roll-off Container	10, 20, 30, or 40 Cubic Yards
Compacting Container	Various sizes

Check with your vendor or collector to verify the size of storage containers that your property uses.

To be signed by the property owner, manager, or other responsible party.

To the best of my knowledge, I certify that the information submitted on this form is accurate.

Signature: _____

Date: _____

This document is required per Montgomery County Executive Regulation 15-04 Amended.

Comments? Please describe any particular problems you have encountered in your recycling program (such as contamination, lack of participation, etc.) as well as solutions you have developed to correct them. We would also appreciate hearing about any program successes. Attach extra pages if needed.



TRRAC



Think Reduce and Recycle at Apartments and Condominiums in Montgomery County, Maryland

Multi-Family Waste Reduction and Recycling Plan

ABOUT THE PROPERTY

Name of Development/Complex:

Address:

City/State/Zip:

Phone Number:

Number of Buildings:

Number of Units:

Description
of Building:

☐ Rental

☐ Condominium

☐ Public Housing

☐ Other (specify)

CONTACT PERSONS

Name of Property Manager/Representative:

Address:

City/State/Zip:

Phone Number:

Hours Available:

I certify that recycling has been/is being implemented on-site at the above referenced property and that it is/will be convenient and accessible to all residents and on-site employees.

Signature:

Title:

Date:

Name of person in charge of
recycling for above named property:

Address:

City/State/Zip:

Phone Number:

Hours Available:

Signature: _____

CURRENT WASTE COLLECTION SYSTEM

Name of Recycling Hauler/Collector:

Name of Trash Hauler/Collector:

Phone Number:

Phone Number:

Number of collections/week:

Number of collections/week:

Do you have? ☐ Trash rooms on each floor
☐ Trash rooms in each building
☐ Other (specify)

☐ Central indoor or outdoor dumpsters
☐ Trash chutes on each floor

Note: Each Multi-family property must designate an individual to be responsible for the recycling program.

ABOUT YOUR RECYCLING PROGRAM

Recycling start date of property: _____

Materials targeted for recycling:

Collection
Method:

☐ Wheeled Carts (Toters) (90-300 Gallons) How Many? _____

☐ Recycling Dumpster How many? _____

☐ Other (specify) _____

Is/Are Recycling collection area(s) located near trash collection containers?

☐ Yes ☐ No

Recyclable
Collection
Frequency:

Times per week or Times per month or On demand

Other (specify) _____

Recyclables
collected by:

☐ Staff

☐ Waste Collector

☐ Other (specify)

Will recyclables be delivered to the County Recycling Center?

☐ Yes

☐ No

If no, where will they be taken? _____

PUBLIC EDUCATION

Educating the residents of your multi-family property is the keystone of a successful recycling program. Please describe the publicity plan of your property's recycling program. Use additional sheets of paper, if necessary, and attach copies of sample letters, flyers, brochures, signs, etc. used to promote your program:

Please contact the Multi-Family Recycling Staff if you have any questions, (240) 777-6400.

Mail this form to:

Division of Solid Waste Services
101 Monroe Street, 6th Floor
Rockville, Maryland 20850

Thank you for your participation!

(Department use only)

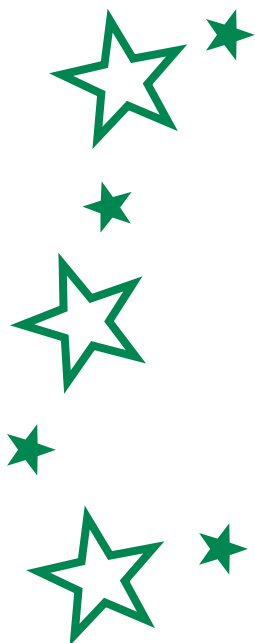
PLAN APPROVAL

Staff Signature: _____ ☐ Approved ☐ Denied Date: _____

Resubmit by: _____

BE A

TRRAC Star!



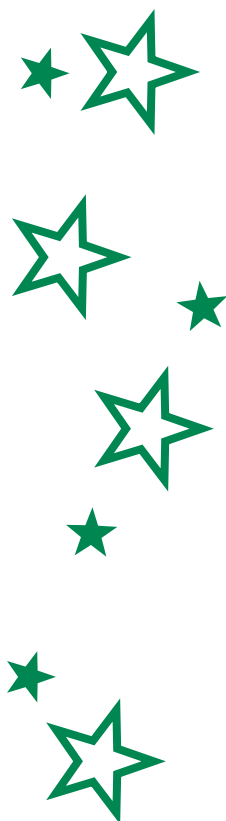
Thank you for promoting recycling at your property. By promoting recycling you not only keep Montgomery County clean but you can help ensure a healthier environment.

If you think your property has an exemplary recycling program, call us and we'll stop by to see how you stack up against the rest. Every year the County recognizes a limited number of award winning properties and individuals as TRRAC Stars. We even highlight them in our quarterly newsletter and on our Web site. This can be another way to promote the good things happening at your property.

So remember to:

**Think Reduce and Recycle
at your
Apartment or Condominium.**

**We want you to be
a TRRAC Star too!**






APPENDIX A

Waste Prevention Tips


In the Office

- ♻️ Buy paper, office supplies and other products made with recycled content. Look for this symbol .
- ♻️ Print newsletters, posters, and other resident communications on recycled paper.
- ♻️ Use both sides of paper before recycling it.
- ♻️ Recycle your inkjet cartridges.
- ♻️ Make two-sided photocopies whenever possible.
- ♻️ Reuse boxes, packaging peanuts, and bubble wrap to ship packages.
- ♻️ Use washable mugs instead of styrofoam cups.
- ♻️ Donate reusable furniture, computers, and office equipment to schools and charitable organizations.
- ♻️ Buy items in bulk.

On Your Property

- ♻️ Grasscycle or leave grass clippings on the lawn when it is mowed.
- ♻️ Compost yard trimmings such as leaves, brush, and other trimmings.
- ♻️ Buy cleaning and other products in bulk and make sure they are safe for the environment.

In Household, Tips for Residents

- ♻️ Buy products made with recycled content. .
- ♻️ Donate usable clothing and furniture to a local charity.
- ♻️ Rent, share, or borrow items not used frequently.
- ♻️ Buy concentrates or items in bulk or in the largest container that is practical.
- ♻️ Buy durable and reusable products and limit purchases of disposable items.
- ♻️ Buy food and other items with little or no packaging.
- ♻️ When shopping, take reusable bags to carry purchases.
- ♻️ Choose products packaged in materials that can be recycled in Montgomery County.

For more ideas on how residents can prevent waste, residents can call the Montgomery County Division of Solid Waste Services, **(240) 777-6400** and ask for the County's *Use It Again, Montgomery County* guide.



APPENDIX B

Dealers of In-Home Storage Containers

Partial List of Manufacturers and Sellers of In-Home Recycling Containers

(Ask for the sales representative who services your area.)

AMERICAN RECYCLING SERVICES

527 Wildwood Road
Waterloo, IA 50702-5511
(319) 236-3754
5-gallon bins

BUSCH SYSTEMS INTERNATIONAL, INC.

130 Saunders Road, Unit #7
Barrie
Ontario, Canada L4M 6E7
(705) 722-0806 (800) 565-9931
Fax: (705) 722-8972
Web site: www.busch-systems.com
E-Mail: busch@busch-systems.com
**Curbside bins, recycling pails and
upright containers, various sizes**

DAYCON

16001 Trade Zone Art
Upper Marlboro, MD 20774
(301) 218-1000
Fax: (301) 218-7191
Web site: www.daycon.com

THE FIBREX GROUP

3734 Cook Boulevard
Chesapeake, VA 23323
(800) 346-4458
Fax: (800) 444-8380
Web site: www.fibrexgroup.com
E-Mail: fibrex@aol.com
Recycling bins and "recovery systems"

MID-ATLANTIC WASTE SYSTEMS

7700 Old Alexander Ferry Road
Clinton, MD 20735
(301) 856-6840
Fax: (301) 856-1292
Web site: www.midatlanticwaste.com
**5-gallon apartment containers and
18-gallon bins**

Note: This is a partial list of vendors only. Inclusion in this list is not an endorsement of any particular vendor or container type by the County.

APPENDIX B *(continued)*

Dealers of In-Home Storage Containers

Partial List of Manufacturers and Sellers of In-Home Recycling Containers

(Ask for the sales representative who services your area.)

RECYCLING PRODUCTS, INC.

P.O. Box 5009

Bradford, MA 01835

(800) 875-1735

Fax: (978) 372-3953

Web site: www.recyclingproducts.com

E-Mail: rpi@tiac.net or

recycle@recyclingproducts.com

Factory direct sales for Rubbermaid:

12.5-gallon recycling boxes

REHRIG PACIFIC

1738 West 20th Street

Erie, PA 16502

(800) 458-0403

Fax: (814) 455-3997

E-Mail: easternsales@rehrigpacific.com

6-gallon apartment containers and

stackable 11-gallon bins

S. DIENSTMAN ASSOCIATES, INC.

P.O. Box 119

Oreland, PA 19075

(215) 855-8080

Fax: (215) 887-1080

**6-gallon "under sink" bins; bins and
containers, various sizes**

W.W. GRAINGER

16820 Oakmont Avenue

Gaithersburg, MD 20877

(301) 869-0011

Fax: (301) 670-9239

Web site: www.wwgrainger.com

**Distributor for Rubbermaid;
recycling boxes and bins**

Note: This is a partial list of vendors only. Inclusion in this list is not an endorsement of any particular vendor or container type by the County.

APPENDIX C

Dealers of Central Storage Containers

Partial List of Manufacturers and Sellers of Central Storage Containers

(Ask for the sales representative who services your area.)

AMERICAN RECYCLING SERVICES

527 Wildwood Road

Waterloo, IA 50702-5511

(319) 236-3754

**Containers from 2-yard to 16-yard;
carousel for multi-family properties**

AMERI-KART CORPORATION

433 Industrial Road

P.O. Box 751

Goddard, KS 67052-0751

(316) 794-2213 or (800) 533-2475

Fax: (316) 794-8574

E-Mail: sales@amerikart.com

**Plastic roll-out containers,
35-, 60-, and 90-gallon**

BUSCH SYSTEMS

INTERNATIONAL, INC.

130 Saunders Road, Unit #7

Barrie

Ontario, Canada L4M 6E7

(705) 722-0806 or (800) 565-9931

Fax: (705) 722-8972

Web site: www.busch-systems.com

E-Mail: busch@busch-systems.com

**Wheeled carts and containers,
18- to 54-gallon**

COOPER TANK & WELDING COMPANY

215 Moore Street

Brooklyn, NY 11206

(718) 497-4431

Fax: (718) 497-7567

Web site: www.coopertank.com

E-Mail: info@coopertank.com

**Roll-off containers, front and rear
load containers, various sizes**

Note: This is a partial list of vendors only. Inclusion in this list is not an endorsement of any particular vendor or container type by the County.

APPENDIX C *(continued)*

Dealers of Central Storage Containers

Partial List of Manufacturers and Sellers of Central Storage Containers

(Ask for the sales representative who services your area.)

DAYCON

16001 Trade Zone Art
Upper Marlboro, MD 20774
(301) 218-1000
Fax: (301) 218-7191
Web site: www.daycon.com

DEWALD NORTHWEST CONTAINERS

33710 Oakville Road
Albany, OR 97321
(800) 645-7106
Fax: (541) 926-7558
Web site: www.dewaldnw-crw.com
**Outdoor standard and custom
containers, sheds for containers**

THE FIBREX GROUP

3734 Cook Boulevard
Chesapeake, VA 23323
(800) 346-4458
Fax: (800) 444-8380
Web site: www.fibrexgroup.com
E-Mail: fibrex@aol.com
**Exterior containers, 3- or 6-wheeled
carts**

IMPACT PRODUCTS

2840 Centennial Road
Toledo, OH 43617
(800) 333-1541
Fax: (800) 333-1531
Web site: www.impact-products.com

LANIADO WHOLESALE

1138 Taft Street
Rockville, MD 20850
(301) 762-8801
Fax: (301) 762-5423
Web site: www.laniadowholesale.com
**Distributor for Royal, United,
Continental, White, and Rubbermaid;
wheeled containers, tilt trucks and other
collection containers, various sizes**

MID-ATLANTIC WASTE SYSTEMS

7700 Old Alexander Ferry Road
Clinton, MD 20735
(301) 856-6840
Fax: (301) 856-1292
Web site: www.midatlanticwaste.com
**Distributor for Bucks, Marathon
and Zarn; roll-off containers,
wheeled carts, various sizes**

Note: This is a partial list of vendors only. Inclusion in this list is not an endorsement of any particular vendor or container type by the County.

APPENDIX C *(continued)*

Dealers of Central Storage Containers

Partial List of Manufacturers and Sellers of Central Storage Containers

(Ask for the sales representative who services your area.)

RECYCLING PRODUCTS, INC.

P.O. Box 5009

Bradford, MA 01835

(800) 875-1735

Fax: (978) 372-3953

Web site: www.recyclingproducts.com

E-Mail: rpi@tiac.net

Factory direct sales for Rubbermaid and Ameri-kart; plastic wheeled containers, tilt trucks, various sizes

REHRIG PACIFIC

1738 West 20th Street

Erie, PA 16502

(800) 458-0403

Fax: (814) 455-3997

E-Mail: easternsales@rehrig.com

Plastic wheeled carts, various sizes

ROYAL BASKET TRUCKS, INC

201 Badger Parkway

P.O. Box 629

Darien, WI 53114

(800) 426-6447

Fax: (262) 822-3389

E-Mail: sales@royalbasket.com

Plastic, canvas, and vinyl "basket truck" containers, stationary and wheeled, various sizes

STEELE CANVAS BASKET CORPORATION

201 Williams Street

Chelsea, MA 02150

(617) 889-0202 or (800) 541-8929

Fax: (617) 889-0524

Polyethylene vinyl canvas rolling baskets, wheeled carts, and tilt trucks

Note: This is a partial list of vendors only. Inclusion in this list is not an endorsement of any particular vendor or container type by the County.

APPENDIX C *(continued)*

Dealers of Central Storage Containers

Partial List of Manufacturers and Sellers of Central Storage Containers

(Ask for the sales representative who services your area.)

UNITED RECEPTACLE CORPORATION

14th and Laurel Streets
Pottsville, PA 17901-0870
(570) 622-7715 or (800) 233-0314
Fax: (570) 622-3817 or (800) 847-8551

Web site: www.unitedrecept.com

E-Mail: united@unitedrecept.com

Contact: Unisource (distributor)

**Indoor and outdoor containers,
various sizes**

W.W. GRAINGER

16820 Oakmont Avenue
Gaithersburg, MD 20877
(301) 869-0011

Fax: (301) 670-9239

Web site: www.wwgrainger.com

Distributor for Rubbermaid

WERRES CORPORATION

807 East South Street
Frederick, MD 21701
(301) 620-4000

Distributor for Steele Canvas Basket

WINDSOR BARREL WORKS

P.O. Box 47

Kempton, PA 19529

(610) 756-4344 or (800) 527-7848

Fax: (610) 756-6389

E-Mail: info@windsorbarrel.com

Various cluster-type storage containers

ZARN, INC.

1001 Northeast Market Street

P.O. Box 1350

Reidsville, NC 27320

(336) 349-3324 or (800) 678-2278

Web site: www.zarn.com

Contact: Mid-Atlantic Waste Systems
(distributor)

**Indoor and outdoor wheeled plastic
carts, various sizes**

Note: This is a partial list of vendors only. Inclusion in this list is not an endorsement of any particular vendor or container type by the County..

APPENDIX D

Service Providers in Montgomery County

Partial List of Companies That Provide Multi-Family Recycling Collection Services
in Montgomery County (Ask for the sales representative who services your area.)

AAA/RAINBOW RECYCLING AND TRASH REMOVAL SERVICE

4619 West Ox Road
Fairfax, VA 22030
(703) 818-8222
Fax: (703) 803-1379

AFFORDABLE REFUSE & RECYCLING

18504 Heritage Hall
Olney, MD 20832
(301) 808-7410
Fax: (301) 952-8700

AL'S REFUSE SERVICE/AK REFUSE

8001 Beechcraft Avenue
Gaithersburg, MD, 20878
(301) 208-2670

B&B REFUSE

14500 Southlawn Lane
Rockville, MD 20850
(301) 424-1427

BFI

300 Ritchie Road
Capitol Heights, MD 20743
(301) 336-1000
Fax: (301) 336-1225

CAPITOL SANITATION (formerly: SSS&B)

4713 Baltimore Road
Hyattsville, MD 20781
(301) 699-1100
Fax: (301) 699-1111
Web site: www.capitolsanitation.com

CHARLES THOMAS REFUSE, INC.

Box 356—18641 Brooke Road
Sandy Spring, MD 20860
(301) 924-0484

***D&C REFUSE**

1006 Loxford Terrace
Silver Spring, MD 20901
(301) 593-7284

***GARCIA'S, INC.**

P.O. Box 157
18417 Joplin Road
Triangle, VA 22172
(703) 690-1117

***JUNK AND SCRAP**

8320 Exodus Drive
Laytonsville, MD 20882
(301) 873-3387

*Collects other materials for recycling, such as scrap metal, furniture, and other items.

Note: This is a partial list of vendors only. Inclusion in this list is not an endorsement of any particular vendor or container type by the County.

APPENDIX D *(continued)*

Service Providers in Montgomery County

Partial List of Companies That Provide Multi-Family Recycling Collection Services
in Montgomery County (Ask for the sales representative who services your area.)

PINNACLE WASTE, INC.

766 Queenstown Road
Seyvern, MD 21144
(410) 768-1900

POTOMAC DISPOSAL

14815 Dover Road
Rockville, MD 20850
(301) 294-9700
Fax: (301) 294-8155

***RCS DISPOSAL, INC.**

18711 Wasche Road
Dickerson, MD 20705
(301) 603-1151

***RONNIE T. TRASH SERVICE**

2340 Sun Valley Circle
Silver Spring, MD 20908
(301) 603-1152

THE RECYCLING CENTER

3933 Sandy Spring Road
Burtonsville, MD 20866
(301) 384-7025

***TOLBERT CLEANING AND HAULING**

10607 Tenbrook Drive
Silver Spring, MD 20901
(301) 593-7832

TRASH AWAY

1225 First Street
Alexandria, VA 22314
(703) 838-9008
Fax: (703) 838-2107
Web site: www.clean-trashaway.com

***TURBO HAUL**

11700 Old Baltimore Pike
Beltsville, MD 20705
(301) 421-9484
Fax: (301) 931-2294

UNEEDA DISPOSAL

P.O. Box 6523
Capitol Heights, MD 20791
(301) 933-1088
Fax: (301) 390-9877

WASTE MANAGEMENT OF MONTGOMERY COUNTY

8101 Beechcraft Avenue
Gaithersburg, MD 20879
(301) 840-0300

* Collects other materials for recycling, such as scrap metal, furniture, and other items.

Note: This is a partial list of vendors only. Inclusion in this list is not an endorsement of any particular vendor or container type by the County.

APPENDIX E

Recycling Surveys

For Residents of Multi-family Properties

NEW Programs

Our building is planning to start a recycling program during the next two months. We want to make the programs as easy and convenient as possible, and your comments are important. We will let you know more about the recycling program soon. Thank you.

1. In general, how much do you know about recycling in Montgomery County including what materials can be recycled and how to prepare them for recycling?

(Please check one response)

☐ A lot

☐ A little

☐ Nothing at all

2. Have you ever participated in a recycling program at a previous residence or your work place?

(Please check one response)

☐ Yes

☐ No

☐ Not sure

3. In general, how do you feel about participating in a recycling program at:

(Please indicate name of apartment or condominium complex)

☐ Positive

☐ Neither positive nor negative

☐ Negative

☐ Not sure

4. Did you know that recycling is the law in Montgomery County?

☐ Yes

☐ No

5. Please comment on the specific ways that our recycling program can be made convenient for you.

Please complete this survey and return it to the property manager's office by: ____ / ____ / ____ (Date)

APPENDIX E *(continued)*

Recycling Surveys

For Residents of Multi-Family Properties

EXISTING Programs

As you know our building has a recycling program that allows residents to recycle mixed paper (cardboard, newspaper, etc.), commingled materials (glass bottles and jars, plastic bottles, aluminum and steel/tin cans and aluminum foil), yard trim (grass, leaves, and brush), Christmas trees, and scrap metal items. To help evaluate our program, we would like to have your comments. If you need more information about recycling be sure to pick up a flyer in the property manager's office. Thank you for your help.

1. In general, how much do you feel you know about recycling, including what materials can be recycled and how to prepare them for recycling?

(Please check one response)

☐ **A lot**

☐ **A little**

☐ **Nothing at all**

2. Please indicate how easy or difficult you find the following:

(Please check the responses that apply)

Deciding which items can be recycled ☐ **Easy** ☐ **Neither Easy nor Difficult** ☐ **Difficult**

Properly preparing items for recycling ☐ **Easy** ☐ **Neither Easy nor Difficult** ☐ **Difficult**

Storing recyclable items in my unit ☐ **Easy** ☐ **Neither Easy nor Difficult** ☐ **Difficult**

Carrying items to the collection site ☐ **Easy** ☐ **Neither Easy nor Difficult** ☐ **Difficult**

3. In general, how do you feel about participating in a recycling program at:

(Please indicate name of apartment or condominium complex)

☐ **Positive**

☐ **Neither positive nor negative**

☐ **Negative**

☐ **Not sure**

4. Did you know that recycling is the law in Montgomery County?

☐ **Yes**

☐ **No**

5. Please comment on the specific ways that our recycling program can be made convenient for you.

Please complete this survey and return it to the property manager's office by: ____ / ____ / ____ (Date)

APPENDIX F

Calculate Your Recycling Rate

One way to evaluate your program is to ask your trash and recycling haulers or collectors to provide you with quarterly reports detailing both the materials you are recycling and materials you are disposing of as trash. With this information and the following formula, you can calculate the percentage of your waste material being diverted through recycling.

$$\text{Your Recycling Rate (\%)} = \left(\frac{\begin{array}{c} \text{Amount of Recyclables} \\ + \\ \text{Amount of Yard Trimmings Collected for Recycling} \end{array}}{\begin{array}{c} \text{Total Waste Generated} \\ \text{(Recyclables + Yard Trimmings + Trash)} \end{array}} \right) \times 100$$

Knowing your recycling rate will help you plan your program's progress and development. You can also use this information to let residents know how well they are doing by displaying it in a prominent place or including it in your newsletter.